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Great Lakes Claims Service is a Third party Administrator (TPA) that acts on behalf of property and casualty insurers in the claims administration of auto glass losses. Great Lakes is a wholly owned subsidiary of Diversified Glass, a Michigan ESOP company, which also owns Henderson Glass, Inc., the largest retailer of auto glass repair and replacement products and services in Michigan.

There are many TPA's that administrate glass claims for the Insurance Industry. Great Lakes is unique in that we are one of the few TPA's that honor customer choice in the selection of shops to provide repairs and replacements regardless of the shops network participation or affiliations. We place emphasis not on who can do the work but rather adherence to pricing and installation standards. Callers are always asked if they have a shop they want to provide the work or if they would like assistance in selecting one. 75% of the callers today indicate a preference of the shop that they want to perform the repairs. When the shop is selected by the Insured our discussion regarding shops is completed. We do not disparage selected shops or in any way attempt to question or change the decision of the insured through disparagement of that shop.

Great Lakes Claim Services honors consumer choice and fully supports Senate Bill 306 calling for a TPA to adhere to a code of conduct.

Respectfully Submitted,

Adam Ostolek

President

Great Lakes Claims Service